

Creating a Culture of Continuous Improvement

Solving Problems That Change Lives

Manager and Supervisory Core 2016



Joe Raasch
Department of Administration
Director, MN Office of Continuous Improvement
Joseph.Raasch@state.mn.us
651-201-2560



We'll be discussing...



- Introductions – starting with Why

<https://www.youtube.com/watch?v=9H36Gjg5SLM>

- What is Continuous Improvement (CI)
- Why CI is important
- Encouraging a CI culture with your team
- Using CI Every Day

Resources



STATE OF MINNESOTA
EXECUTIVE DEPARTMENT
MARK DAYTON
GOVERNOR
Executive Order 14-07
Implementing **Plain Language** in the
Executive Branch



**Management
Analysis
& Development**

Results-Based Accountability (RBA)



Minnesota Department of
HUMAN RIGHTS

Diversity & Inclusion

These Tools Work Together!

What is Continuous Improvement (CI)?



That is a LOT!

What is Continuous Improvement (CI)?

- ✓ An **ongoing** effort to improve products, services, and processes; with a focus on customer **value**.

Solving Problems that Change Lives.

Why Should CI Be Important to Me?



“We allow our ignorance to prevail upon us and make us think we can survive alone, alone in patches, alone in groups, alone in races, even alone in genders.”

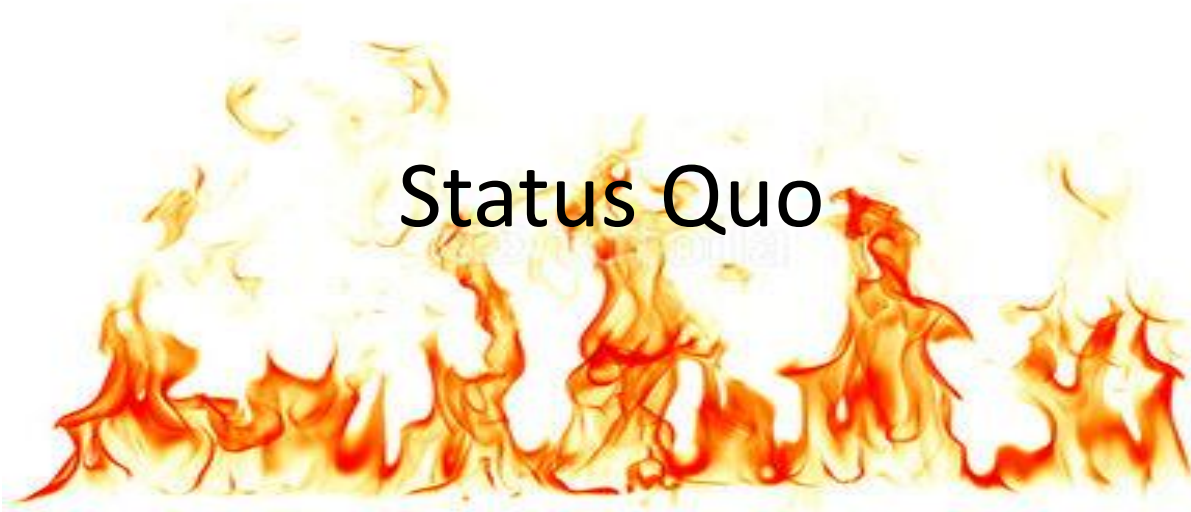
- Maya Angelou



CI is about Equity, not Equality

Why Should CI Be Important to Me?

Status Quo



Increasing performance expectations
Shrinking workforce
Aging population
Public pressure for greater accountability and transparency
Increasing customer expectations
Declining or static budgets
Increasing employee retirement rate

Sense of Urgency for Change!

Why Should CI Be Important to Me?

Improve Customer Satisfaction

- Better service experience

Increase Employee Engagement

- Great innovations come from everywhere

Enhance Quality

- Less rework

Reduce Costs

- Reinvest in other areas

ROI

Return on Investment (ROI)!

What is a 'culture of continuous improvement'?

Organizational Culture:

The shared attitudes and behaviors that contribute to the unique social and psychological environment of an organization.



Uh, what?

What is a 'culture of continuous improvement'?

Organizational Culture is how we:

- ✓ **do** our work
- ✓ **support** our employees and customers
- ✓ **make** decisions
- ✓ **allow** freedom for personal expression
- ✓ **permit** power and information to flow through the hierarchy

How can you encourage a CI culture?



What Makes Your Role as Leader So Important?

Top 3 Reasons People Quit Manager/Boss

Boring Work



Skills Not Used

Top 3 Reasons People Stay Chance to Innovate

People



Variety in work

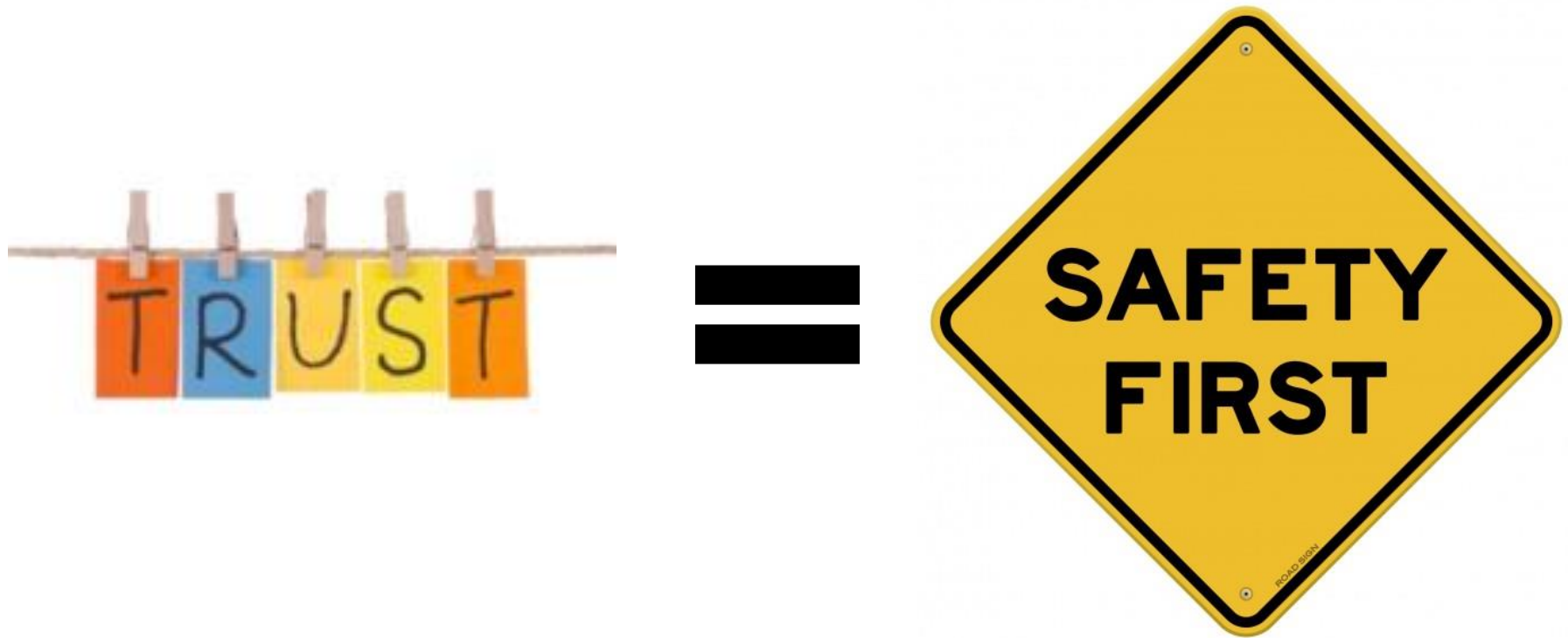
You Have The Power!

How can you encourage a CI culture?



Where do you work?

How can you encourage a CI culture?



https://www.ted.com/talks/simon_sinek_why_good_leaders_make_you_feel_safe?language=en

How can you encourage a CI culture?

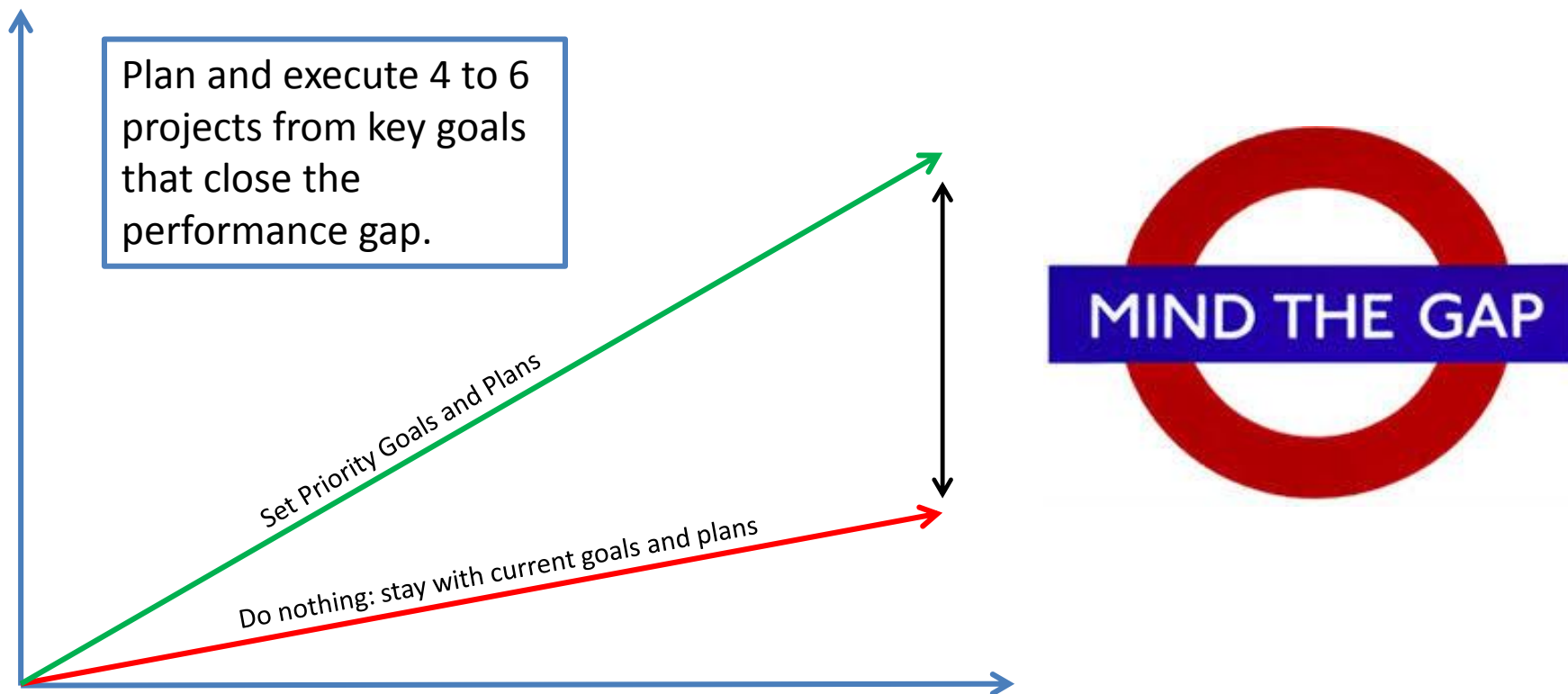
How is organizational culture created?



YOU create the culture!

A Way Forward...

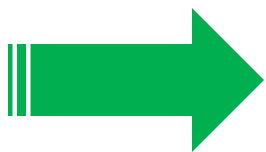
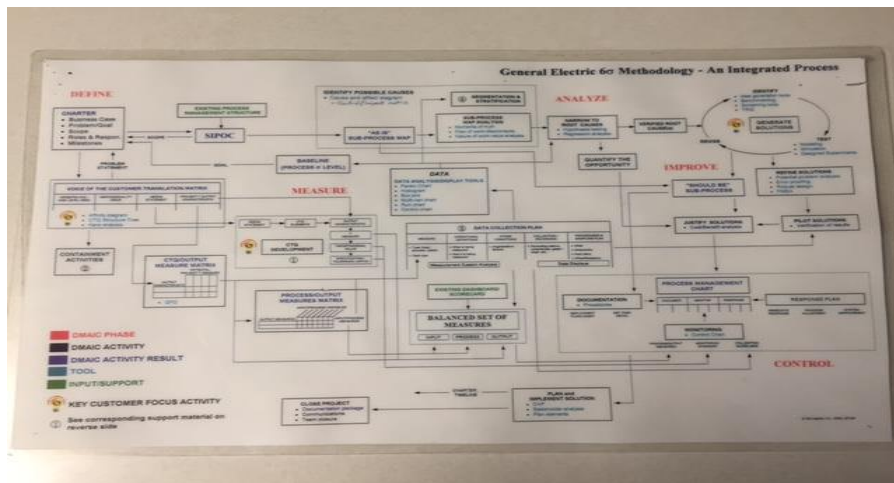
Identify Strategic Projects



Scoped and Resourced High Impact Projects

....to Continued (improvement) Success!

Motivation for Results



Plan
Goals

Conduct CI
Review

Share Results
and Decide on
Improvement
Projects

Implement
Projects

Share Results &
Sustain
Improvements

Activator, not Administrator!

Your Role in Continuous Improvement

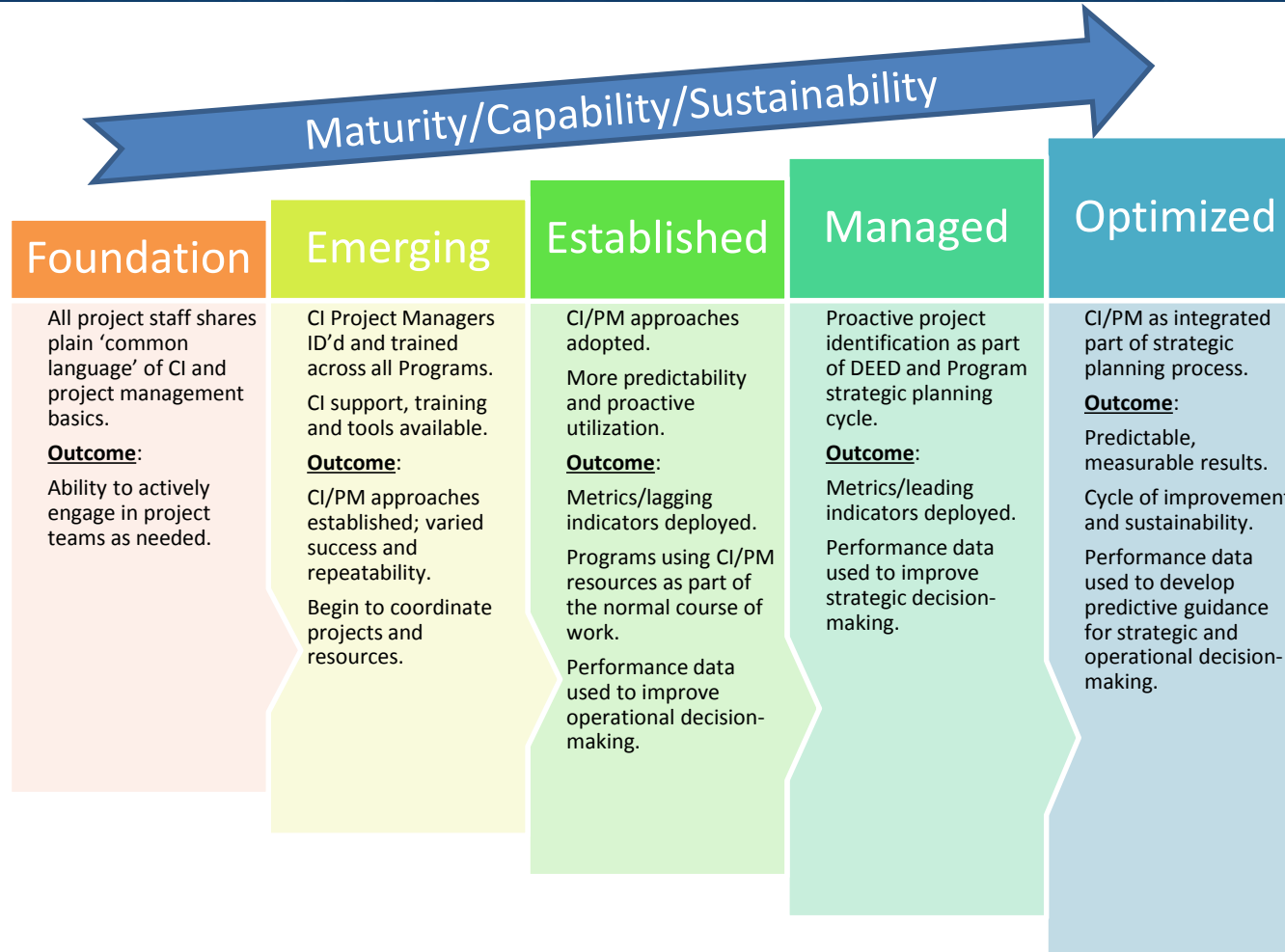


Manager commitment to:

- Support the team and encourage candid conversations about work issues
- Implement at least one improvement idea
- Review and discuss feedback with the team
- Not take any reprisal actions against the team/team member

Communicate ‘Why’ and How’ of Your Decisions

CI/Project Management Maturity

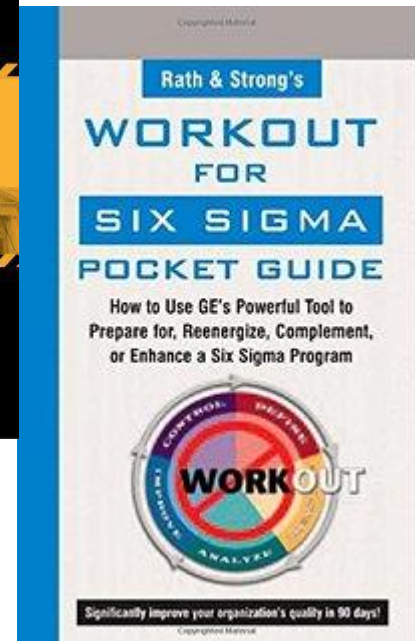
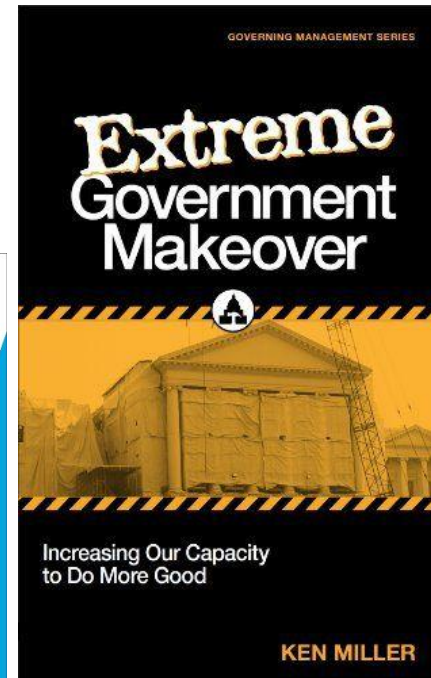
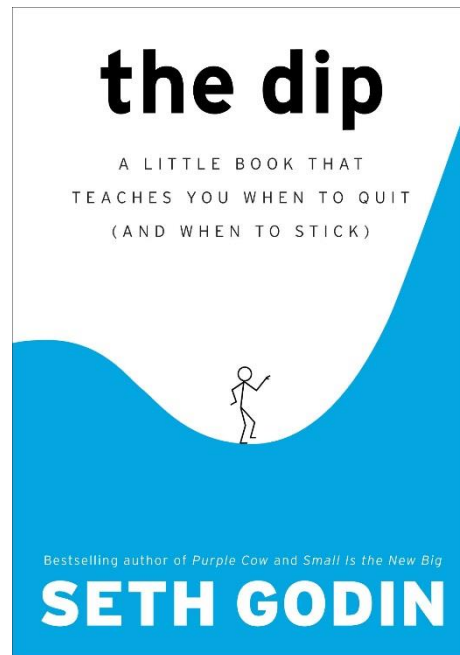
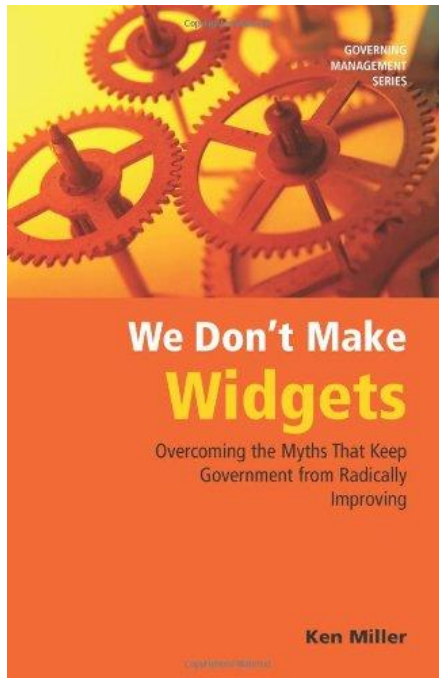


Measured Approach to Success

Learn More

- Take (and send your staff to) additional training:
<http://mn.gov/admin/lean/training/courses/>
 - If you get at least 12 people together, we'll come to you: FREE.
- Subscribe to the MN CI Newsletter here:
<http://mn.gov/admin/lean/resources/newsletter/>
- Join the State of MN CI Community of Practice and Yammer Network:
yammer.com/minnesota [continuousimprovementcommunity](https://www.yammer.com/minnesota)
- Follow us on Twitter: @CI_Minnesota

Additional Reading



We are a Resource for You



Minnesota Office of Continuous Improvement

MN.gov/CI | CI@state.mn.us

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